

HOUSING SUPPORT OFFICER

PAY SCALE	Grade 8: £33,119 - £34,811 Plus, unsociable hour enhancements
CONTRACT TYPE	Fixed Term Contract until 31.03.2028 37HOURS PER WEEK (See Job Description for shift pattern)
LOCATION	Parish Rooms, 18 St Johns Street, Bridgnorth, WV15 6AG
CLOSING DATE	Friday 16 th October 2026

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

An exciting frontline role at one of our Temporary Accommodation schemes, we are advertising for a housing support officer working within our new project in the Bridgnorth area where you will be a part of a team who supports individuals and households on site and throughout the South of the county. You will be providing targeted housing support to households who have become homeless and placed into temporary accommodation. Working alongside the Housing Options Team by supporting those in temporary accommodation to progress with their homeless case and to identify barriers such as mental health, substance misuse, domestic abuse, employment and debt management. To actively support households in becoming tenancy ready by providing support to enable them to transition from temporary accommodation and into their own settled home within the community and living as independently as possible.

About you

We are looking for someone who can communicate effectively with households from various backgrounds at a time of complete crisis. You must be naturally friendly, approachable, empathetic and professional. You will be happy to get stuck into the role and have the confidence to be the voice for individuals and families who have often disengaged with services due to their health or personal circumstances.

A strong team player often attending joint visits, but mostly work in isolation depending on your caseload, which you will be required to manage and prioritise accordingly.

The ideal candidate will be someone who has a person-centred approach and understands by achieving this, will also enable the business to achieve Key Performance Indicators (KPIs) and getting results for a successful move on for the household.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme [Shropshire County Pension Fund](#)
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments if the role enables this.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can call Gemma Jones, Housing Support Co-ordinator on 01743 255806 or email: gemma.jones@shropshire.gov.uk.

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We wish you success and look forward to hearing from you!